



ASHA
American
Speech-Language-Hearing
Association

October 18, 2021

Opella Ernest
Senior Vice President & Chief Medical Officer
Blue Cross Blue Shield of Illinois
300 East Randolph Street
Chicago, IL 60601

Dear Ms. Ernest:

On behalf of the American Speech-Language-Hearing Association, we write to express our appreciation to Blue Cross Blue Shield (BCBS) for correcting the recent error and reversing the denials for our members.

This issue was brought to our attention by several members who were receiving denials for CPT codes 92507 and 92526 for in-network patients seeking both in-person and telehealth services. These denials were amounting to approximately a 15% decrease in reimbursement for those visits. We appreciate the effort to correct and automatically rebill these claims without adding additional administrative burden to our membership.

The American Speech-Language-Hearing Association (ASHA) is the national professional, scientific, and credentialing association for 218,000 members and affiliates who are audiologists; speech-language pathologists; speech, language, and hearing scientists; audiology and speech-language pathology support personnel; and students. Audiologists specialize in preventing and assessing hearing and balance disorders as well as providing audiology treatment, including hearing aids. Over 9,500 members reside in Illinois.¹ ASHA advocates for our members, the professions of audiology and speech-language pathology, and the consumers they serve.

ASHA looks forward to continuing discussions with you on areas of potential collaboration and welcome the opportunity to review and comment on any future policies under development or revision. ASHA maintains that we can support each other through implementation of coverage policies that best meet your subscribers' needs.

If you or your staff have any questions, please contact Jacob Manthey, ASHA's director of health care policy, private health plans reimbursement, at jmanthey@asha.org.

Sincerely,

A. Lynn Williams, PhD, CCC-SLP
2021 ASHA President

¹ American Speech-Language-Hearing Association. (2021). *Illinois* [Quick Facts] <https://www.asha.org/siteassets/uploadedfiles/illinois-state-flyer.pdf>.